



STATE OF MISSOURI
DEPARTMENT OF MENTAL HEALTH
GRIEVANCE - CLIENT

FACILITY

For alleged violations of client rights and privileges other than abuse or neglect.

PERSON FILING GRIEVANCE

DATE

GRIEVANCE IS:

☐ CLIENT ☐ RELATIVE ☐ EMPLOYEE
☐ OTHER _____

SIGNATURE OF PERSON RECEIVING GRIEVANCE

DATE RECEIVED

TIME RECEIVED

☐ A.M.
☐ P.M.

NAME OF PERSON ASSISTING CLIENT TO COMPLETE GRIEVANCE

TREATMENT UNIT

NUMBER(S) OF RIGHTS VIOLATED FROM REVERSE SIDE

WHAT IS YOUR GRIEVANCE? PLEASE EXPLAIN IN DETAIL

HOW WOULD YOU LIKE THIS PROBLEM OR ISSUE RESOLVED?

STAFF RESPONSE/PROBLEM RESOLUTION

CLIENT SIGNATURE

DATE

STAFF MEMBER RESPONDING

DATE

THE ABOVE RESOLUTION WAS EXPLAINED TO ME.

I ☐ agree ☐ disagree with the above resolution

I wish to appeal the above resolution to the head of the facility

☐ Yes ☐ No

SIGNATURE OF GRIEVANT

DATE

As a patient of the Department of Mental health, the laws of Missouri state that you are entitled to the following without limitation:

1. To humane care and treatment;
2. To the extent that the facilities, equipment and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice;
3. To safe and sanitary housing;
4. To not participate in non-therapeutic labor;
5. To attend or not attend religious services;
6. To receive prompt evaluation and care, treatment, habilitation or rehabilitation about which the individual is informed insofar as the person is capable of understanding;
7. To be treated with dignity as a human being;
8. To not be the subject of experimental research without prior written and informed consent or that of a parent, if a minor, or guardian, except that no involuntary patient shall be subject to experimental research, except as provided by statute;
9. To decide not to participate or may withdraw from any research at any time for any reason;
10. To have access to consultation with a private physician at own expense;
11. To be evaluated, treated or habilitated in the least restrictive environment;
12. To not be subjected to any hazardous treatment or surgical procedure unless individual, parent or guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction;
13. In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life;
14. To a nourishing, well-balanced and varied diet; and
15. To be free from verbal, physical, and sexual abuse.

Missouri law also gives patients the following rights that MAY be limited based on safety or therapeutic issues:

16. To wear one's own clothes and to keep and use personal possessions;
17. To keep and be allowed to spend a reasonable sum of own money for canteen expenses and small purchases;
18. To communicate by sealed mail or otherwise with persons including agencies inside or outside the facility;
19. To receive visitors of own choosing at reasonable times;
20. To have reasonable access to a telephone both to make and receive confidential calls;
21. To have access to one's mental and medical records;
22. To have opportunities for physical exercise and outdoor recreation; and
23. To have reasonable, prompt access to current newspapers, magazines and radio and television programming.

Hospitals accredited by the Joint Commission of Accreditation of Healthcare Organizations (JCAHO) must also assure the following standards are met in serving patients:

24. Reasonable access to treatment regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability;
25. Personal dignity and services considerate and respectful of personal values and beliefs;
26. Information about hospital rules and regulations concerning conduct of patients;
27. Informed participation in decisions regarding treatment;
28. Participation in treatment planning;
29. Appropriate assessment and management of pain;
30. Individualized treatment;
31. Personal privacy and confidentiality of information; and
32. Opportunity to identify a surrogate decision maker if a patient is incapable of understanding a proposed course of treatment or is unable to communicate regarding treatment as part of an advance directive.

As a participant of the Medicaid and Medicare programs, this facility agrees to protect and promote each of the rights listed below:

33. To be informed of rights before furnishing or discontinuing patient care, when possible;
34. To establish a grievance procedure and inform each patient whom to contact to file a grievance;
35. To participate in the development and implementation of one's plan of care;
36. To make informed decisions regarding one's care;
37. To formulate an advance directive;
38. To have a family member or chosen representative be notified promptly of admission;
39. To personal privacy;
40. To receive care in a safe setting;
41. To be free from all forms of abuse or harassment;
42. To confidentiality of one's clinical information;
43. To access information contained in one's clinical records within a reasonable time frame;
44. To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.